

**Message: RE: Database Issue****✉ RE: Database Issue**

**From** Carrie Hoelscher      **Date** Monday, January 23, 2017 10:49 AM  
**To** Kraft, Emily  
**Cc**  
**Journal** Emily.Kraft@oa.mo.gov  
**Recipients**

 [image001.jpg](#) (3 Kb HTML)  [image002.png](#) (7 Kb HTML)

Sorry, I meant to include her name in my email. It's [REDACTED]. I'm not wondering if they just need to try again?

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**From:** Kraft, Emily [mailto:[Emily.Kraft@oa.mo.gov](mailto:Emily.Kraft@oa.mo.gov)]  
**Sent:** Monday, January 23, 2017 10:42 AM  
**To:** 'Carrie Hoelscher'  
**Subject:** RE: Database Issue

I'm not aware of any issues with the old A2A database. What is the name of the client?

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**From:** Carrie Hoelscher [<mailto:carrie@allianceforlifemissouri.com>]  
**Sent:** Monday, January 23, 2017 10:41 AM  
**To:** Kraft, Emily  
**Subject:** Database Issue

Good Morning Emily,

Rachel House has tried to enter a new client into the "old" database, with no luck and we need your assistance to know what the problem is. They completed the client intake, submitted it and the client is not appearing in the IPCP drop down menu. Any advice you can give? They did not receive any sort of an error message, nor a notification that the client doesn't qualify or a message that any required info on the client assessment was missing.

Thank you for your help!

Carrie

Carrie Hoelscher

A2A Program Manager



Email 1

106 5th Ave. S, PO Box 65  
Greenwood, MO 64034  
Phone: 816-806-4168  
Fax: 855-856-5240  
[www.allianceforlifemissouri.com](http://www.allianceforlifemissouri.com)

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